University of Connecticut Health Center
JOB OPPORTUNITY
DesktopTechnician II (2 positions)
Network & System Services

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

Open To: The Public

Location: Farmington

Job Posting No: 2013-178

Hours: Monday – Friday, 8:00 am – 4:30 pm

Salary: To be determined

Closing Date: September 5, 2012

At UCHC is classification provides support to end users on a variety of desktop issues; maintains, analyzes, troubleshoots, researches, repairs and resolves technical problems for computer systems, hardware and computer peripherals of moderate to high complexity. **(2) Positions**

Knowledge, Skills and Abilities:
Considerable knowledge of the concepts involved in the operations of desktop computers, peripherals, including but not limited to, printers, scanners, modems, digital equipment and mobile devices; good working knowledge of hardware and software products and problem solving/troubleshooting skills; ability to understand basic problem solving concepts together with the need to have a structure approach to problem analysis; knowledge of commonly-used concepts, practices, and procedures within a relevant field; ability to work with customers in a courteous manner; interpersonal skills; effective communication skills (oral and written); working knowledge of operational and physical environment requirements for hardware components; familiar with architectural principles, guidelines and standards in own functional area; knowledge of help desk management tools and utilities; basic understanding of problem management; problem resolution and technical knowledge of components of help desk tools and can assess minimum operating system and client hardware requirements for help desk tools; awareness of the principles of network technology; ability to read component diagrams and know who to contact to obtain assistance in resolving problems; some project management ability.

General Experience:
Four (4) years' experience of demonstrated in-depth knowledge of basic to complex hardware and software products and problem solving/troubleshooting skills including working with customers courteously.

Special Requirements:
Experience deploying large scale projects and deliverables
Ability to create and maintain an inventory of computers and equipment.

Substitution Allowed:
Associate degree in computer science or specialized Information Technology degree programs may be substituted for two (2) year of the general experience. Bachelor's degree in Computer Science may be substituted for the general experience.

Working Conditions:
Ability to lift and carry approximately forty (40) pounds.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

To learn more about the duties for this position please go to https://jobs.uchc.edu.

Application Instructions: Interested and qualified candidates who meet the above requirements please apply to: https://jobs.uchc.edu and reference search code 2013-178. Cover letter, resume and references may be uploaded at the time you apply on-line.

University of Connecticut Health Center
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Farmington, CT 06032

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.